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1. (Amended) [A call center] Apparatus for caller information retrieval comprising:
a customer service response system (CSRS) capable of responding to an incoming
[telephone] telephony call from a calling party by playing a message to said calling party;
a graphical user interface (GUI) electrically coupled to said CSRS and configured to receive
and display information from said CSRS;
wherein said information received from said CSRS originates from said calling party.
2. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said GUI is configured to selectively initiate another message being sent from said
CSRS to said calling party.
3. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said GUI displays a plurality of possible messages that may be sent from said
CSRS to said calling party.
4. (Amended) The [call center] apparatus for caller information retrieval according to Claim
3 wherein at least one of said plurality of messages is customizable.
5. (Amended) The [call center] apparatus for caller information retrieval according to Claim
1 wherein said CSRS further includes a voice recognition program which is capable of
converting voice signals into text messages.
6. (Amended) The [call center] apparatus for caller information retrieval according to Claim

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